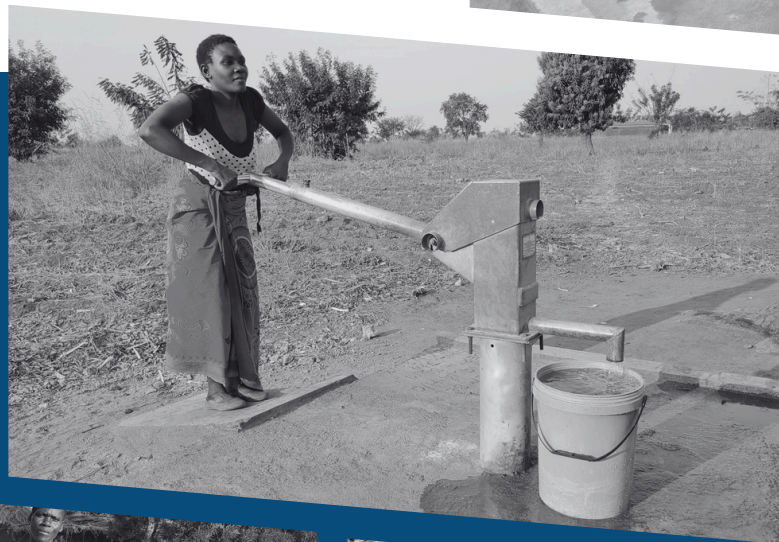




2025

IMPACT REPORT

Scaling Impact, One Community At A Time

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INTRODUCTION

This year, Pump Aid has taken significant strides toward our mission, ending water poverty in Malawi. Pump Aid proudly expanded the reach of our social enterprise, Beyond Water, deepening our commitment to locally led development and climate-resilient solutions in Malawi. With bold leadership from our Trustees and Senior Management Team, we've continued to challenge traditional aid models by championing a market-driven approach to water access.

Thanks to your support, we've amplified our impact and empowered more communities across Malawi with rural water solutions that last. As we reflect on the achievements of 2024/25, we're proud to share the progress we've made, and even more excited about what lies ahead.



Sandra Welch
Chair of Trustees

As we look back on another transformative year, it's clear that Pump Aid continues to reach new heights and redefine what sustainable development looks like in practice. Our commitment to locally led solutions, climate resilience, and professionalised service delivery is not only improving lives in Malawi—it's setting a new standard for the sector.

We've expanded our reach, amplified our impact, and strengthened our partnerships, all while staying true to our aim to end dependency on external aid. I'm proud to be part of an organisation that thinks boldly and works tirelessly to bring safe water and dignity to those who need it most.



IMPACT SNAPSHOT

The positive progress set out in this report would not be possible without your generous support. Thanks to you we were able to extend Pump Aid’s reach in 2024/25.





2,250,000+

people with clean reliable,
safe water since 1998



99.8%

The functionality rate of our customers
waterpoints (versus a national average of 58.5%)



1,890

waterpoint repairs and services
by trained mechanics in 2024/25



19,971

children under-5 with better education and health
under our WASH and nutrition programmes



152

active entrepreneurs building prosperous
livelihoods around rural water

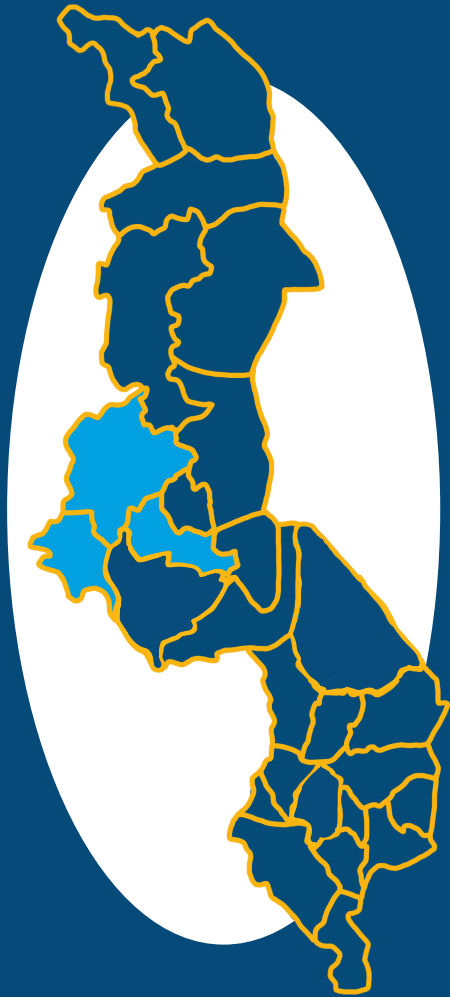
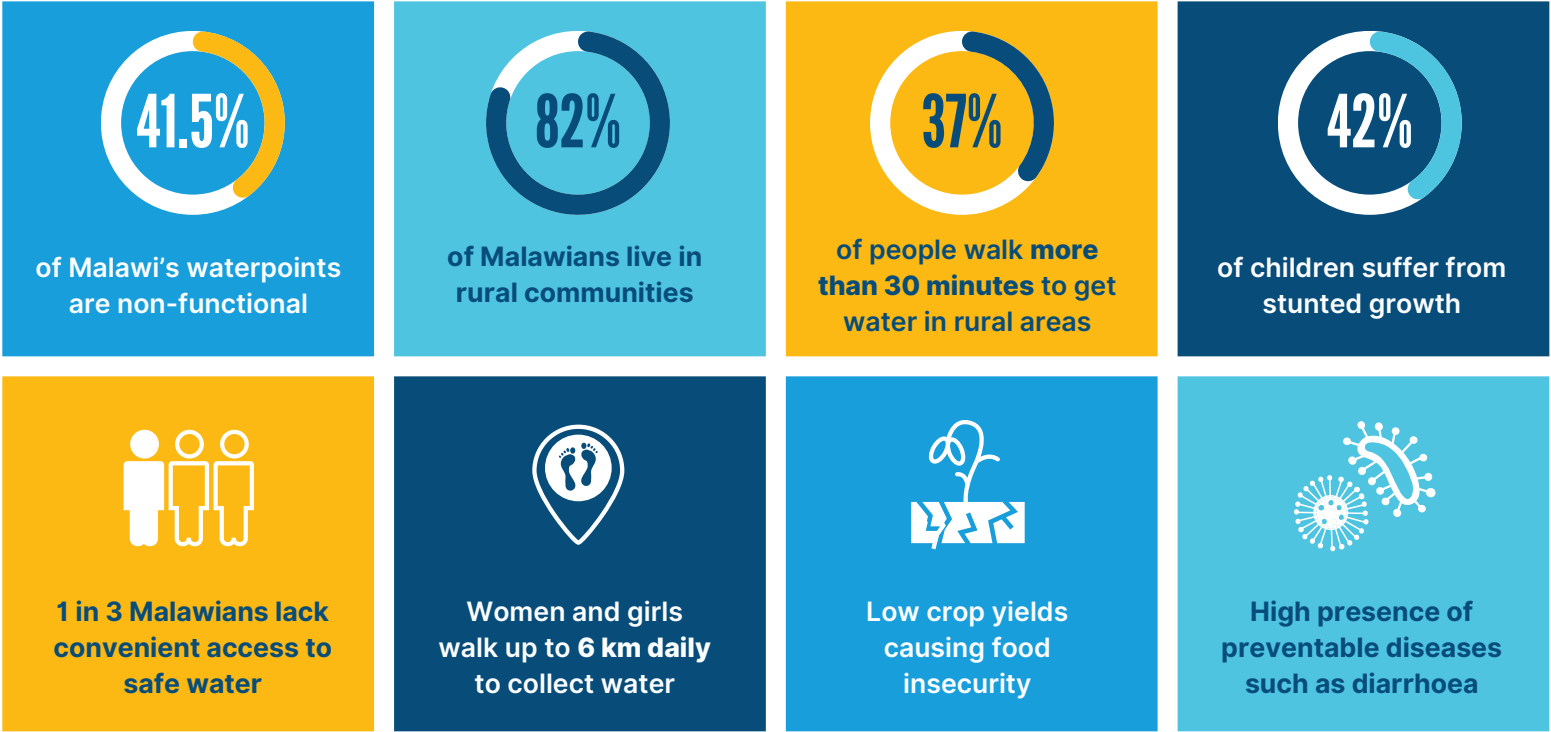


2,630

waterpoint committee members trained in
sustainable water use and management in 2024/25

THE PROBLEM

Malawi is the **4th poorest country in the world** and is extremely vulnerable to climate change. The country is facing a water crisis due to long-standing failures in rural infrastructure, **leaving over 7 million Malawians without reliable safe water access.**



Map of Malawi with our principle areas of work highlighted (Kasungu, Dowa and Mchinji Districts)

OUR SOLUTION



Pump Aid combats water poverty in Malawi through an enterprise-driven approach that enables us to provide crucial pump services with a long-term impact. Our work provides vital services, builds local businesses and advances sustainable development—harnessing enterprise, ending dependency.



Guaranteeing Pump Functionality

Our Professionalised Repair and Maintenance (PRM) services keep rural waterpoints working all year round. With regular, low-cost repairs and maintenance, we help communities enjoy safe water without the worry of breakdowns.



Fostering Rural Livelihoods

Our Area Mechanics are trusted technicians dedicated to delivering safe, reliable water to those who need it most. They gain the tools, training and support to earn sustainable incomes, transforming local potential into lasting impact.



Powering Tech-Driven Impact

Our online management information system helps us track progress, spot trends, and take smart action. By integrating innovative tech across our programmes, we're turning data into insight and insight into action.



Strengthening Climate Resilience

Amidst Malawi's growing climate challenges, Pump Aid is helping communities in Malawi access safe water through smart, local solutions that improve water security and support climate-resilient agriculture.

BEYOND WATER

In 2018, Pump Aid established our social enterprise, Beyond Water. Beyond Water operates with a service delivery model that is the first of its kind in Malawi. Our services target disadvantaged communities, offering reliable safe water access and long-term sustainability of our programmes. Simply put, we repair, maintain, sustain.

1 WE REPAIR

40% of Malawi's rural waterpoints are not working. Our trained mechanics restore access to safe water for communities living in extreme poverty.



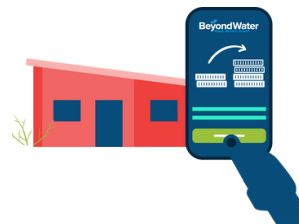
2 WE MAINTAIN

Our team of mechanics provide guaranteed services to community customers to prevent issues before they happen - keeping the water running.



3 WE SUSTAIN

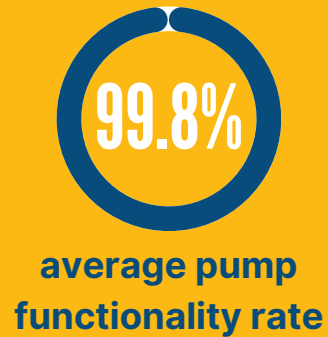
Our social impact business model is unique in Malawi, targeting financial viability so we can provide a long term commitment to our customers, stakeholders and government, ending dependency on external aid.



BEYOND WATER: SUSTAINABLE, SCALABLE, TRANSFORMATIVE

This year, Beyond Water has celebrated exciting milestones and gained fresh insights that are guiding our journey ahead. We've grown our reach, strengthened our approach, and made an even bigger difference in communities across Malawi. It's a clear sign that our work is growing, evolving, and making a bigger difference than ever.

By supporting locally led solutions and investing in long-term change, Beyond Water empowers communities in Malawi to take charge of their own water access and livelihoods. For Pump Aid supporters, this means your generosity is helping build a future where aid is no longer needed—just opportunity, resilience and hope.

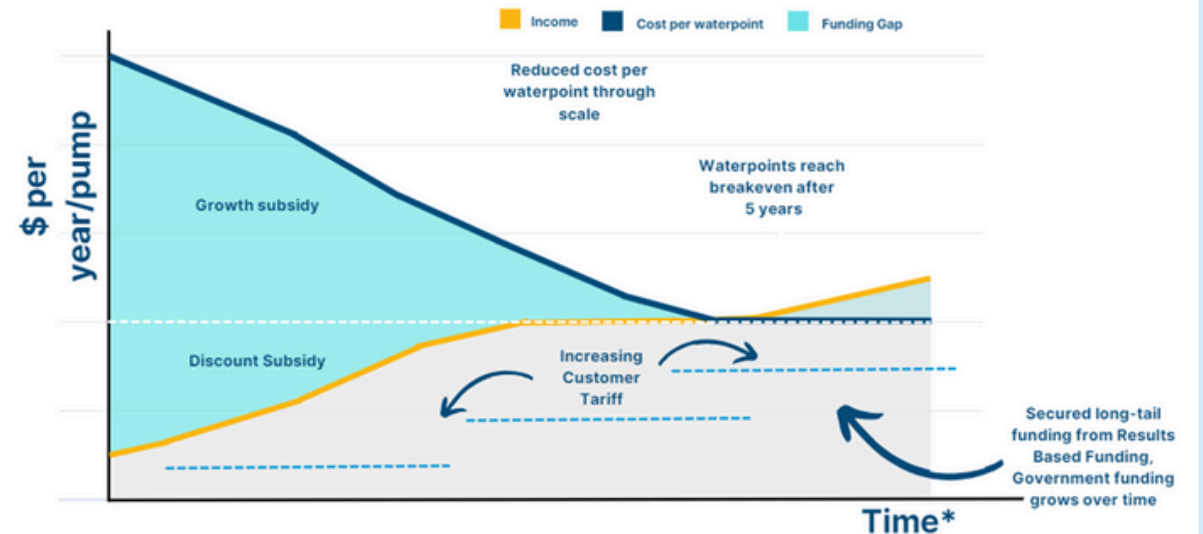


354,240
people with reliable safe
water access since 2022

550
active Beyond Water
customer contracts

THE PATH TO SUSTAINABILITY

Our approach helps waterpoints become self-sustaining over time. As income grows and costs go down, communities rely less on aid and more on their own resources.



DOWA

DISTRICT SNAPSHOT



Dowa is a district in the central region of Malawi. It is one of the poorest districts in Malawi with many rural communities facing severe water insecurity.



238 waterpoint repair
and maintenance
contracts



17,770 with secure
safe water access



10 Area Mechanics

“The relationship between the District Water Office and Pump Aid is very good. Whenever a waterpoint needs repairs, Pump Aid’s Beyond Water will provide the necessary spare parts and repair the handpumps.”

Cecilia Banda, District Water Officer

“Since the Direct Contract with Beyond Water, **our relationship with our waterpoint has completely transformed.** Our children are able to collect water in the morning while we farm. We no longer have to worry about our children while we walk long distances to reach safe water.”

Odolia Isaac, Community Member in Dowa

VOICES FROM THE FIELD

"As the Ministry takes great strides to improve access to safe water for Malawi's population, we are **happy to have Beyond Water as a trusted partner and hope its innovation inspires others to do the same.**"

**-Hon. Abida Sadik Mia
Minister for Water & Sanitation**

"Beyond Water's work is a **safe water blessing** not only to our children, but also to hundreds of households around, including passers-by."

**-Maliya Winfred
Community Member in Mchinji**

"Out of desperation for safe water, we hired volunteers who ended up completely damaging our handpump, making us drink unclean water from unprotected sources. We had several cases of diarrhoea but now, thanks to Pump Aid, that is all history, no queues involved at our borehole, **thanks to Pump Aid for rehabilitating our waterpoint.**"

**-Group Village Headman Zumwanda
Zumwanda Waterpoint**

"After continuous breakdowns of our waterpoint, we were recommended to sign a contract with Pump Aid's Beyond Water. Since the Area Mechanic completed the repair of our waterpoint, I have noticed **a remarkable difference in the waterpoint performance.** There hasn't been any breakdowns since PABW took over the repair and maintenance works."

**-Church Elder, Max Chunga
Milore Church Waterpoint**



SAFE WATER, STRONG FUTURES

We provide routine repair and maintenance to the handpumps in CBCCs and schools to ensure their long-term functionality and secure safe water access for children and their surrounding communities.

Since 2015, our efforts have improved the health of over 19,971 children in Malawi.

IMPACT



increased
school
attendance
by 44%



Reduced
instances of
waterborne
diseases **from
27% to 14%**



93 schools
with reliable
safe water
access

CASE STUDY

MANKHONONGO CBCC

For 12 years, Mankhonongo CBCC had no toilet or clean water—children fell ill, attendance dropped, and caregivers struggled to keep pupils in school.

Children were forced to go to nearby bushes to relieve themselves while at school, compromising their health, safety, and hygiene.

Pump Aid transformed the centre by building toilets, installing its first handpump, and adding a handwashing station. Since the installation, Beyond Water has provided vital repair and maintenance services to ensure long-term safe water access for the children and caregivers.

“This development resulted into great improvement in children’s health, enrolment and making it possible to keep a large number of pupils in school,”

says caregiver Janet Kalima.

The handpump now serves the CBCC and surrounding households.

“It’s a safe water blessing... that is why we make sure we pay for the Repair and Maintenance done by Pump Aid’s social enterprise, Beyond Water,”

says community member Maliya Winfred.

Pump Aid also trained women farmers in nutrition, hygiene, and child safety—boosting health and helping pupils thrive as they move on to primary school.



CASE STUDY

AGATHA MPANYULA

Agatha Mpanyula was trained as a Pump Aid Beyond Water Area Mechanic in 2023. After losing her husband earlier in the year and becoming the sole bread winner for her household, Agatha ceased the opportunity to become an Area Mechanic and secure a sustainable livelihood. From the moment Agatha became an Area Mechanic, she was a valuable member of the Pump Aid team. Her previous experience in waterpoint committee management exposed her to the negative impacts that bush mechanics and poor pump management could have on a community, pushing her to make positive change.

“It has always hurt me to see bush mechanics break waterpoints, I thought I could make a difference by becoming one of the skilled technicians who could improve the functionality of the waterpoints which in turn helps to reduce water related diseases.” Agatha says.

Since starting at Pump Aid, Agatha has secured a steady income and flourished as an Area Mechanic. **Her income has skyrocketed from 2023/24 to 2024/25, rising from 40,000 MKW to 520,000 MKW.** She has nearly doubled her customer base this year and continues to be on an upward trajectory. Agatha is extremely passionate about her work and encourages more women to join the PABW team.

“As a female Area Mechanic, I am fighting for more fellow women to join in. This is a great career. Fellow women let’s do this in numbers. Water problems affect us women more than anyone else... hence the need for more women to earn the skill.”

Agatha Mpanyula
Beyond Water Area Mechanic



OUR PLANS FOR 2025/26

Expanding Beyond Water's Reach

Grow Beyond Water to reach **1,100** rural communities (**450,000** people).

With your ongoing support, we will continue to scale and expand our social enterprise to reach almost half of a million underserved Malawians.

Building Community Resilience

Maintain pump functionality above **99%** for our customers.

We aim to guarantee reliable safe water access for rural Malawian communities. Our work aims to build local capacity and strengthen community resilience.

Fostering Bright Futures

Support children with safe water access in schools.

Your support will contribute to providing CBCCs, primary and secondary schools with vital water resources to support healthy childhood development and education.

Advancing Gender Equality

Support women with sustainable livelihood opportunities.

Pump Aid promotes gender equality and sustainable livelihoods by helping women challenge norms, earn income as Area Mechanics, and access education. We also support women farmers with climate-resilient training and leadership roles in waterpoint management.

Tackling Climate Vulnerability

Increasing water security of communities.

Your support will enable us to increase the climate resilience of waterpoints through locally led, scalable interventions. We will work with local partners to support communities most vulnerable in water scarcity.

THANK YOU FOR YOUR SUPPORT

Pump Aid is endlessly grateful for the generous support from our dedicated supporters and valued partners



TOGETHER, WE CAN END WATER POVERTY IN MALAWI



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